

Information Sources

INFO-Line

The City’s automated telephone system that provides a variety of information about Durham City government services. In the event City services are delayed or closed, a message will be posted on the system with regular updates. To access INFO-Line for recorded information during severe weather events call 560-4636, press 2607.

Emergency Management

The local government department responsible for maintaining Durham County’s Emergency Operations Plan and is the coordinating agency for all emergency response/recovery activity when the Emergency Operations Plan is implemented. It is the agency through which both Durham City and County governments exercise authority vested in them during

accidents and disasters.

Emergency Management offers a variety of information on pre-disaster planning, evacuation, disaster supplies and the special needs care registry. In the event of an evacuation, transportation and shelter for persons with special needs is available with prior arrangements. For more information call Durham County Emergency Management/Fire Marshal’s Office at 560-0660.

Joint Information Center (JIC)

Joint Information Center (JIC) is activated only if a need arises to help disseminate accurate, timely and appropriate information to the media and citizens when an emergency or disaster strikes. An arm of the Emergency Operations Center, the JIC is designed to divert non-

emergency calls from the 911 Center. The center is staffed by City and County personnel including public information officers, medical per-

sonnel and administrators. The JIC hotline, 560-HELP, is operational only when the center has been activated.



For Emergencies call 9-1-1
For Power Utility Emergencies
Contact Duke Power at 1-800-Power-On (769-3766)
1-800-943-6914 (Espanol)

BE INFORMED

Want to know about items on City Council’s agenda? Call the City’s INFO-Line at 560-4636, press 1032, to hear an automated listing of current agenda items.

The regular business meetings of the Durham City Council are held every first and third Monday at 7 p.m. in the Council Chambers of City Hall (101 City Hall Plaza). The meetings are open to the public and can also be viewed live on Time Warner cable channel 8.

Can’t make the Monday night City Council meetings? Tune in to “Council Chambers” on 620 DNC Radio at 7:30 a.m. on Tuesday mornings following Council meetings as council members join the Durham Today Morning Show with News Director John Wood to share meeting highlights.

Be sure to watch CityLife – a half-hour talk television talk show produced by the City’s Office of Public Affairs that informs citizens about Durham City Government, issues and upcoming events. The show airs Mondays at 6:30 p.m. and Tuesdays at 9:30 p.m. on Time Warner cable channel 8.

City of Durham Website: www.durhamnc.gov.

This report is a publication of the City’s Office of Public Affairs, 101 City Hall Plaza.

Best wishes for a happy and safe 2005

from the Durham City Council



Sitting: Mayor Pro Tem Cora Cole-Fadden, Mayor William V. “Bill” Bell, Diane Catotti
Standing: John Best Jr., Howard Clement III, Eugene Brown, Thomas Stith III.

Winter Weather



ARE YOU PREPARED?

A REPORT TO THE CITIZENS OF DURHAM: WINTER WEATHER GUIDE

January 2005

WINTER WEATHER: ARE YOU PREPARED?



The City of Durham wants its citizens and residents to be safe year-round. Pre-planning is your best protection against the many hazards of winter. This publication offers facts and tips to help ensure you, your family and property are safe in the event of heavy snowfalls and extreme cold this winter season.

Street Clearance - A Matter of Priorities

Ever wonder how the City prioritizes the clearance of City streets during severe weather events? Operations to reduce the hazards of severe winter weather conditions on Durham roads are

conducted in the following priorities for the safety, welfare and health of Durham citizens.

- 1st Bridges and overpasses due to freezing conditions

- 2nd Major arterial streets and collectors in order to allow passage of vehicles properly equipped for snow and ice
- 3rd Thoroughfares to essential health facilities, police and fire stations and critical community facilities
- 4th Routes to City fuel sites
- 5th Streets in the central business district
- 6th Accesses to Durham Public Schools
- 7th Residential areas with priority initially to passage of emergency vehicles and then to all traffic.

There are a number of streets and thoroughfares within the Durham City limits that are state-maintained. Interstate 85, Interstate 40, Highway 15-501 and Highway 147 (Durham Freeway) are solely maintained by the North Carolina Department of Transportation (NCDOT). The City has a municipal agreement with the NCDOT to service portions of other state roads during severe weather events as necessary to expedite maintenance, for

example Duke Street, Roxboro Road and Highways 54 and 55.

STREET SMARTS

It is best to avoid driving and walking on roads during icy conditions. However, if you must travel the roads during severe winter weather events, follow these guidelines to help minimize vehicular accidents and maximize service delivery by City crews and emergency personnel:

- If you must drive, be sure you have good all-weather tires or chains on your vehicle.
- If at all possible, park your vehicle off the street or highway to let snow plows pass with ease.
- Plows must move the snow to the side of the street. The ridge of snow in front of a driveway or car must be cleared by the property owner or residents.
- Do not throw or push snow from your property into the street. Public Works crews may not be able to return for several days. Piles of snow in streets could block emergency vehicles.

On the Home Front: Heat and Hearth



- Have sufficient heating fuel; regular fuel sources may be cut off.
- Have emergency heating equipment and fuel (a gas fireplace or a wood burning stove or fireplace) so you can keep at least one room of your residence at a livable temperature. (Be sure the room is well ventilated.) If a thermostat controls your furnace and your electricity is cut off by a storm, you will need emergency heat.
- Prior to winter season each year, have your chimney and heating systems inspected by a professional to help ensure safety.
- Store a good supply of dry, seasoned wood for your fireplace or wood burning stove.
- Kerosene heaters are another emergency heating option. Never use any fuel other than kerosene in a kerosene heater.
- Keep fire extinguishers on hand, and

make sure members of your household know how to use them.

- Never burn charcoal indoors!
- Winterize your home to extend the life of your fuel supply. Insulate walls and attics. Caulk and weather-strip doors and windows. Install storm windows or cover windows with plastic.
- Install smoke alarms on every floor of your home-and near or inside all sleeping areas.
- Test smoke alarms once a month, and replace their batteries twice a year. Replace any smoke alarm that is more than 10 years old.



Preparation...It's in The Bag

Pack in advance a container/suitcase that can be stored on a shelf or in an accessible area of your closet in the event you need to leave your place of residence due to inclement weather. All items should be stored in a plastic bag and then placed in the container/suitcase you will be using:

- Identification, social security card, insurance policies, birth certificates, wills, addresses and phone numbers of relatives, pharmacies and physicians. Place in a waterproof bag for protection.
- Cash (ATM, credit cards, and checks may not be accepted)
- Extra set of keys
- First aid kit including aspirin or non-aspirin substitute, anti-acid, laxative or diarrhea medication, cough/cold/allergy medication.
- Prescription medications including a list of the physicians and pharmacies. A small cooler for ice if any of your medications require refrigeration.
- Personal hygiene items (toothbrush, toothpaste, denture products, toilet paper, tissue, paper towels, soap, wash cloth and hand towel, sun block, insect repellant, wet wipes, deodorant).
- Extra glasses, hearing aid batteries, canes, walker, wheelchair and other



- medical equipment with back-up power supplies. Back up oxygen tank should be kept full at all times.
- Flashlight and extra batteries.
 - Small battery operated radio with extra batteries.
 - Large and small trash bags with ties.
 - Appropriate protective clothing – raincoat, boots, hat, gloves
 - Two complete changes of clothing
 - Comfort food (cookies, hard candy, instant coffee, tea bags)
 - Bedding (pillow, blanket, sheets)

Be sure to replace perishable items and medications as necessary according to the expiration date.



Dear Citizens:

I can't believe it has been four months since I accepted Durham City Council's offer to serve as Interim City Manager. Since then, I've told the story many times, of how when I was offered the job, I called my wife to find out how she felt about this offer and her immediate response of "What is there to think about?" Despite the fact that we've both discovered that there was a lot to think about, neither of us has regretted taking on the challenge.

Since then – in my first 120 days – I've met and worked with thousands of citizens, community and business leaders who have shown me that Durham has a lot to offer, and our future is now. I have become keenly aware of how the City's work serves City Council's vision that Durham becomes "North Carolina's leading city in providing an excellent and sustainable quality of life."

It has become increasingly obvious to me that there are vital links between the development of our neighborhoods, downtown and our overall economy. One does not thrive without the success of the other.

I receive numerous emails weekly from citizens, but by and large the majority of them involve neighborhoods issues – from addressing housing code violations to problems with noise. The Code Enforcement Nuisance Abatement Team, or CENAT, is an interdepartmental team that works together, and with the community, to clean up our City and make it a better place for us all to live – whether we own or rent property.

Just mention American Tobacco, and you can feel the excitement at the potential that this project generates for the rest of downtown. Here are a few of the key highlights driving downtown development:

- The Parrish Street Heritage Development Plan was approved by City Council and a development team is ready to redevelop the old Woolworth site
- Brightleaf Square completed its renovations with an updated layout, a facelift, new signage and a new mix of tenants
- Self Help Credit Union has renovated and developed the Temple Building, City View building and is working on the City Center Building
- The Heart of Durham site was demolished in preparation for a new transportation hub, called the Durham Station

- The \$9 million streetscape improvement project is under way
- West Village Phase II, using the old Liggett and Myers warehouses, is reaching fruition
- The Baldwin building is being transformed into residential lofts and ground floor retail
- The Theatre/Events Center project is making progress, with discussions with a management firm.

While downtown development is essential to our economic vitality, our neighborhoods and our citizens should benefit at the same time, with jobs and with needed community improvements.

In the past four months, I've grown to appreciate more the services your city government provides – and to understand the complicated issues facing Durham, including crime. I understand that despite the fact that the figures show decreasing crime rates in many areas, the crimes that are committed and covered by the media have a direct impact on our city's image, and thus our ability to recruit new businesses to our city.

There remains a lot to be done, and we are making progress by focusing on accountability in everything we do. The City has maintained its Triple A status with our bond rating agencies, and we were able to increase our fund balance to 12 percent – a level that provides financial stability and demonstrates sound financial planning.

Finally, I invite you to get involved by attending meetings and volunteering for boards and committees. I am proud to have the opportunity to serve the citizens of Durham.

Patrick Baker

Interim City Manager

The City's Code Enforcement and Nuisance Abatement team has inspected more than five Durham neighborhoods for safety violations. Once a code violation is cited, team members inform homeowners and landlords on how to correct the situation.



The Herald-Sun File Photo

Piping Hot Tips

These tips can help prevent freezing pipes and keep your water flowing freely during cold weather:

INDOORS

- Keep kitchen and bath pipes exposed to warm air by leaving cabinet doors open during periods of extreme cold.
- Don't turn the thermostat too low when leaving for work or extended absences. Keep the temperature set at normal nighttime setting.
- Locate your master shutoff valve, label it and make sure everyone in the family knows where it is. Tip: Master shut-offs may be near the water heater or the washing machine. More than likely it is located where the water line comes into the house from the street. If a

pipe bursts anywhere in the house, use this valve to turn off the water supply to minimize damage!

- If you are going to be gone for any length of time, shut off the water supply at the main valve; then turn on all the faucets and flush the toilets to drain the pipes.

OUTDOORS

- Disconnect and drain all outdoor hoses. Detaching the hose allows water to drain from the pipe.
- Protect faucets with insulated covers available at hardware and building supply stores.
- Winterize irrigation systems by draining and shutting off water supplies.
- Close all windows and doors near water lines, including garage doors.
- Caulk around pipes where they enter the house.

- Close foundation vents and seal cracks in basement, crawl spaces or along outside walls.
- Wrap pipes in unheated areas with weatherproof insulation. Don't leave any gaps.
- Use heat tape to wrap pipes. Consult a professional if necessary.

If pipes freeze despite your precautions:

- Assume there is a break or split at some point. Have some repair clamps ready when they thaw and be prepared to shut the water off quickly.
- Slowly thaw the pipes, using a hair dryer, heat lamp or electric heater. DO NOT USE AN OPEN FLAME (BLOW TORCH) TO THAW PIPES!

